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Application Number	09/998,916
Filing Date	November 30, 2003
First Named Inventor	Teng
Art Unit	2152
Examiner Name	Technology Center 2100
Attorney Docket Number	OBLX-01025US0

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Sheet 1 of 2

### NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	✓	LEON, McAfee's NetTools Promises to Ease Network Desktop Diagnosis, InfoWorld, San Mateo, 7/24/1995, Vol. 17, Iss. 30, p. 53.	
	✓	COONEY, IBM rolls out host- and server-based mgmt. apps, Network World, Framingham, 2/6/1995, Vol. 12, Iss. 6, pp. 6-7.	
	✓	WALSH, Remedy releases three applications for help-desk suite, InfoWorld, San Mateo, 4/21/1997, Vol. 19, Iss. 16, p. 34.	
	✓	SCHMERSAL, Testing to maintain service standards, Communications News, Nokomis, Mar. 1998, Vol. 35, Iss. 3, pp. 22-23.	
	✓	MUSTHALER, The trouble with help desk selection, Network World, Framingham, Feb. 20, 1995, Vol. 12, Iss. 8, pp. 35-39.	
	✓	Clear Trust, Unified Access Management, Securant Technologies, Inc., pp. 1-23, 1997.	
	✓	SiteMinder Agent Operations, Version 4.0, Netegrity Inc., 1997	
	✓	SiteMinder Deployment Guide, Version 4.0, Netegrity Inc., 1997	
	✓	SiteMinder Policy Server Operations Guide, Version 4.0, Netegrity Inc., 1997	
	✓	SiteMinder Developer's API Guide, Version 4.0, Netegrity Inc., 1997	

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